



# County of Los Angeles CHIEF EXECUTIVE OFFICE

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June 29, 2012

To: Supervisor Zev Yaroslavsky, Chairman  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: William T Fujioka  
Chief Executive Officer

Richard Sanchez  
Chief Information Officer

## MANAGED PRINT SERVICES

This is an update of the Managed Print Service (MPS) initiative, which is a key County efficiency program designed to provide a range of approaches to optimize office printing while lowering costs by reducing the County's estimated 43,000 print devices.

In March, 2011, a print assessment was conducted at several County facilities by Print Operations Group, Inc. (POG), an expert print management firm. The assessment resulted in findings that estimated countywide savings of over \$9 million annually by implementing MPS. A well-planned MPS program which focuses on use of standardized, shared printers, where appropriate, will offer improved print features, reduces power consumption and sets the foundation to reduce print output, including paper and supplies, and reduce technical and administrative support currently needed to maintain the office print environment by having a smaller, more uniform and modernized print fleet.

The findings were sufficiently compelling to proceed to the next phase. In April, 2012, a Request for Proposals (RFP) was issued to solicit proposals from vendors that provide print optimization and related support services. This RFP will result in the selection and recommendation to the Board of awarding contracts to three MPS providers with five-year terms each. If approved, departments will then competitively solicit from these three vendors for MPS based on detailed requirements and Statements of Work (SOW).

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To maximize the County's potential to achieve optimal MPS cost savings, it is recommended that:

1. **MPS participation be made mandatory for all County Departments** – Participation by all departments will enable best pricing and associated benefits.
2. **A three-year target be established for Countywide MPS deployment** – Greater and earlier participation in MPS will accelerate savings.
3. **Only selected MPS vendors be authorized to provide service to County Departments** – Departments will only be allowed to acquire MPS equipment and services from the three selected vendors during the agreement term. This will incentivize the vendors to provide best pricing. Bidders are encouraged to use Local Small Business Enterprises (SBE) as subcontractors in their proposed solution. Firms using SBE will receive a scoring preference in the RFP responses and is a priority for inclusion in the MPS vendor contracts.
4. **An Amendment be approved for third-party MPS deployment assistance** – In March, 2011, the Board authorized POG to conduct a printing assessment pilot and provide assistance for the MPS RFP. It is recommended that the existing agreement be amended so that POG can assist County departments in developing their MPS baseline requirements, developing SOW's, and assist in deployment.

With your Board's approval, the CIO and my Office plan to issue a joint directive to all departments identifying the mandatory participation, three-year target for deployment, and the exclusivity of the three selected vendors providing MPS. The directive will identify the CIO as the lead responsible for MPS coordination, defining and granting exemptions, as needed, and providing progress reports.

MPS will enable departments to better manage and reduce printing costs, while improving print capabilities for their staff.

If you have any questions or need additional information regarding this matter, please contact Rich Sanchez at 213-253-5600 or [rsanchez@cio.lacounty.gov](mailto:rsanchez@cio.lacounty.gov).

WTF:EFS:RS:ef

c: Executive Office, Board of Supervisors  
County Counsel  
Information Technology Board Deputies